

HP Proliant

Storage Server release notes

Part number: 378129-002
Second edition: March 2005



Legal and notice information

© Copyright 2004–2005 Hewlett-Packard Development Company, L.P.

Hewlett-Packard Company makes no warranty of any kind with regard to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Hewlett-Packard shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this material.

This document contains proprietary information, which is protected by copyright. No part of this document may be photocopied, reproduced, or translated into another language without the prior written consent of Hewlett-Packard. The information is provided "as is" without warranty of any kind and is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Microsoft, Windows, and Windows NT are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

Storage Server release notes

Release notes information

These release notes contain the following major topics:

- Service Release 5.4 installation, page 4
- Storage Server Web User Interface, page 6
- Configuration, page 13
- Exchange databases, page 13
- NFS clients and Services for NFS, page 16
- Clustering, page 19
- Application Help, page 19
- Domain and workgroup settings, page 20
- Additional applications and utilities, page 20
- Microsoft Windows Storage Server 2003, page 22
- Quick Restore process, page 23

Intended audience

This document is intended for customers who purchased HP Proliant Storage Servers.

Other documentation

Additional documentation, including white papers and best-practices documents, is available via the HP web site at <http://www.hp.com>.

Service Release 5.4 installation

Service Release installation displays hotfix KB840141 installation error

This error may appear on systems that support cluster services. After running the Cluster setup from the *WebUI Cluster Install Guide* and uninstalling Storage Manager using the WebUI Uninstall Storage Manager link, if Microsoft® Storage Manager hotfix KB840141 is selected for installation from the Service Release, the installation may fail. You are prompted for the location of the Storage Manager 2.0 for Server Appliances [KB840141] msi package. Selecting **cancel** ends the Service Release setup without any further installations.

To work around this issue, run the Service Release setup again and uncheck KB840141 from the hotfixes list.

Proliant Support Pack installation fails when installed over a network share

Installation of certain Service Release components like the Proliant Support Packs could fail when the installation is attempted over a network share. It is recommended that the installation be carried out directly from the DVD or by copying the contents of the DVD to a local drive on the Storage Server.



NOTE: Ensure that the local drive on the Storage Server has at least 2 GB of free space before copying the contents of the Service Release DVD.

Error 1935 during MUI Pack installation

Installation error 1935 may be reported during the installation of the Microsoft MUI packs provided in the Service Release. This problem is currently under investigation.

To work around this issue, run the Service Release setup again and try installing the desired MUI pack.

Installation of MUI Packs takes several minutes to complete

The Microsoft MUI Language Packs that are provided in the Service Release DVD can take up to five minutes per package to install completely. It is recommended that only the specific language pack necessary on the system be selected for installation.

Storage Server fails to reboot when KB840141 and Remote Storage Windows component are both installed

The Storage Server fails to reboot when Microsoft hotfix KB840141 and the Remote Storage Windows® component are both installed on the system. This problem is currently under investigation.

To avoid this issue, ensure that hotfix KB840141 is not selected for installation during the Service Release setup if the Remote Storage Windows component is already installed on the Storage Server. Also, if hotfix KB840141 is already installed on the Storage Server, do not add the Remote Storage Windows component to the system through the Microsoft Add/Remove Programs applet.

Insight diagnostics online application crashes with error message

On the HP Proliant ML370 G4 Storage Server, the Insight diagnostics application can crash with the error message *Insight diagnostics encountered a problem and needed to close.* At the present time there is no workaround for this issue.

Feature Pack Deployment Guide on SR DVD does not specify all platforms

The Feature Pack Deployment Guide in the documentation section of the Service Release DVD does not list all the platforms supported by the Microsoft Feature Pack.

For a more comprehensive list, please refer to the *Microsoft Storage Server 2003 Feature Pack* section in the Quick Start Guide in the documentation section.

Windows Update/Automatic Update changes done through the Service Release only apply for installation user and MUI setting

The configuration changes done through the Enable Windows Update/Automatic Update feature in the Service Release for allowing the capability to manually configure Windows Update/Automatic Update on the Storage Server remain valid only for the user account used to run the Service Release. Also, the changes done can get reset once the language settings are changed on the Storage Server from the one used during the Service Release installation.

To work around this issue, run the Enable Windows Update/Automatic Update feature from the Service Release using the necessary user account again. As an alternative, the settings can be performed manually using the steps provided in the file `Enabling Windows Update.pdf` in the DOC folder on the Service Release DVD.

Windows Update/Automatic Update configuration appears disabled when viewed through NAS Management console

After running the Enable Windows Update/Automatic Update feature from the Service Release, the feature may appear disabled when viewed through the NAS Management Console Local Computer policy settings.

To verify that automatic updates can be configured, right-click on **My Computer** on the Storage Server desktop and use the **Automatic updates** tab in the **System Properties** page.

For Windows Update, run the `wupdmgr` command on the Storage Server. For further details on Windows Update and Automatic Updates and for manually configuring the services, refer to the Microsoft Software updates on HP Proliant Storage Servers link under the documentation section.

Print drivers installation generates warnings in the System Event log

Installation of print drivers provided as part of the Service Release may generate warnings in the System Event log. This issue is under investigation, but has not been found to have any adverse effect on system behavior. The warnings are benign and can be ignored.

IP address selection in IIS Administration Properties page in NAS Management Console shows only loopback address

The IP address selection list in the IIS Administration Properties page provided in the NAS Management Console on the HP Proliant Storage Server desktop lists only 127.0.0.1 (loopback).

To work around this issue, open Internet Information Services (IIS) manager by selecting **Start > Settings > Control Panel > Administrative Tools**, and select **web sites > Administration > Properties**, and then set the proper IP address.

snmp service prevents Service Release 5.4 installation from proceeding

On certain occasions the Service Release 5.4 installation may hang because the snmp service consumes excess CPU time. Restart the snmp service and try installing Service Release 5.4.

HBAnyware utility fails to install

The HBAnyware utility that is shipped with the Service Release 5.4 CD fails to install if the HBA drivers that are shipped with the same CD are installed. To fix this issue, upgrade the HBA driver to the Emulex Generic HBA driver, which can be downloaded from the HP Support and Drivers web site. As an alternative to HBAnywhere, the `lputilnt.exe` file can be used to obtain driver and HBA information.

Storage Server Web User Interface

This section provides additional information on using the WebUI.

WebUI fails to function in some non-English modes

After installing MUI packages using the Service Release 5.4 DVD and installing the user language to a non-English language on the Storage Server, the WebUI being accessed with the Microsoft Internet Explorer web browser on the Storage Server may fail to function correctly.

To work around this issue, access the HP Storage Server WebUI using Microsoft Internet Explorer from a remote system.

Online Volume Growth (OVG) is not displayed properly in Japanese

If you set the language to Japanese in the WebUI and select the Disk tab, OVG displays as "4A000004."

OVG is not supported with the Japanese language. To work around this issue, change the language to English. In the WebUI, choose the **Language** option under the **Maintenance** tab and select **English**.

Sorting by "Total Size" does not work with Shares tab on Folders page

In the WebUI, a sort operation of the volumes or folders list based on the Total Size column with the Shares tab on the Folders page does not work.

To obtain a sorted view of the volumes, use Windows Explorer on the HP Proliant Storage Server to sort the volumes based on size.

Time zone in Rapid Startup summary screen is shown in English regardless of the system language

If you configure the date and time settings on a localized HP Proliant Storage Server through the Rapid Startup Wizard of the WebUI, the time zone displays in the English language.

To see the localized time zone, open the clock from the system taskbar, and choose **Time Zone**.

Selecting OVG components disables the WebUI secondary tabs

Selecting the OVG page (Disks > OVG) and clicking on any OVG tasks will disable the secondary tab.

To reload the secondary tab under the page, renavigate to the **Disks > OVG** page.

Active HTML storage reports do not work correctly in Japanese

On a localized Japanese HP Proliant Storage Server, storage reports in the active HTML format created from the Storage Reports page (Shares > Storage Reports) do not generate completely.

To work around this issue, change the language setting to English by selecting **Maintenance > Languages** and generate the active HTML report.

Selecting User & Group Mapping using Shares gives an error message

On a clustered HP Proliant Storage Server having an NFS cluster resource, if you select Shares > Sharing protocol > select NFS > properties > User & Group Mapping, the following error message is displayed:

MMC cannot open file c:\mnsfc\common\sfumgmt.msc

To work around this issue, log in to the HP Proliant Storage Server as an administrator and click **Start > Run**. In the dialog box, type **C:\sfu\common\sfumgmt.msc** and press **Enter**.

Unable to format a volume with the WebUI

If you choose an existing volume and click Format on the Manage Volumes page, enter a new Volume label, and then click OK, the format may not take effect.

Verify that there are no applications accessing and locking files and folders within the drive before formatting the drive.

Context sensitive help file missing for Network tab

In the Japanese version of the WebUI that is installed as part of Service Release 5.4, the help file for the Network tab is not available. This problem will be fixed in a future update.

SAN Connection Tool

The version of WebUI installed as part of Service Release 5.4 no longer supports the SAN Connection Tool. However, there still are references to the SAN Connection Tool in the help pages in WebUI. For SAN Connection, please use the document *SAN Connection Guide.rtf* that is copied on the system desktop during Service Release 5.4 installation.



NOTE: This information only applies to the HP StorageWorks NAS 4000s, NAS 9000s, and HP ProLiant DL580 G2 Storage Server.

Volume mount fails when drive letter is reused

When changing the mount point of a volume through the WebUI while the volume is in use, the WebUI does not give any indication that the volume is currently being used and forces a mount point change. For example, if Microsoft Windows Explorer is currently browsed to a folder on a volume mounted at F:, and the WebUI is used to change the mount point to G:, the WebUI will not indicate the volume is in use and will force the mount point change. Also, if the WebUI is used to return the mount point back to F:, the volume may appear as *Unmounted* in the WebUI.

A system reboot restores the volume mount point to F: and the volume details will be displayed properly in the WebUI.

Reboot required after remounting a local disk volume on a mount point or drive letter that is currently being used by a mapped network share

If a network share is currently being mapped on the Storage Server at a specified drive letter (for example, Y:) and an administrator mounts a local disk volume using that same specified drive letter (Y:) through the WebUI Manage Volumes page, conflicting information may be reported from various WIN32 API applications.

To resolve this issue, disconnect the mapped network share from the specified drive letter (Y:) using the `net use Y: /d` command from a command prompt and reboot the Storage Server. To prevent such issues, always check and verify that the given mount point or drive letter path is not being used before mounting a disk volume or network share on that mount point.

Error while creating an NFS-shared folder

If you create a folder on the Storage Server and enable NFS sharing for the folder, an NTFS File ID is created. If that folder is deleted and a new folder is created using the same name, NFS sharing is automatically enabled using the same NFS settings as the original folder.

Try not to reuse folder names. If the same folder name is necessary, the NFS client needs to remount the NFS share.

Extend function may show an available disk space value greater than the amount of space that a disk volume can grow

The extend function within the WebUI does not recognize extended disk volume partition boundaries. As such, if an extended partition is created that consumes part of a disk and the extended partition has a logical drive that consumes a portion of the extended partition, the WebUI may report that all available disk space on that disk is usable for extending the logical drive within the extended partition.

Because extended partitions are seen as virtual physical disks, the logical drive within the extended partition can only be extended to the size of the extended partition. Primary partitions and dynamic disks are not affected by this issue.

Secure Path Manager displays unable to complete request error window

Accessing Secure Path Manager through the WebUI Secure Path Manager page may return an Unable to complete your request due to added security features error dialog box and a Security Alert dialog box. These dialog boxes are benign and are caused by the WebUI pointing to Secure Path Manager unsecured HTTP port 2301 instead of the required Secure Path Manager secured HTTPS port 2381.

Click **Yes** on the **Security Alert** dialog box to display the HP Insight Manager/Secure Path Manager login page at port 2381. Log in and access Secure Path Manager.

Rapid startup wizard does not function if a network interface has not been enabled

Before using the rapid startup wizard in the WebUI, ensure that at least one network interface has been enabled.

In Storage Reports, the Japanese folder names are not displayed correctly

This problem appears in the folder name displayed on the tool tip of the pie chart version of the storage report and will be fixed in a future update.

Enable boot floppy feature in the WebUI does not work

If a floppy boot is required, use the ROM-Based Setup Utility (press **F9** during system boot) to enable the floppy on boot.

WebUI pages have errors when logged in as a domain administrator

Some pages in the DL585 Storage Server WebUI have an error when you are running the WebUI logged in as a domain administrator.

Add localhost and the IP address of the system to the trusted zone to allow the WebUI to work correctly.

WebUI Rapid Startup wizard does not change administrator password

In the Rapid Startup wizard administrator account page, enter a password that does not meet complexity requirements. WebUI correctly displays a message indicating requirements are not met. Go back and enter a password that does meet requirements. The Rapid Startup wizard completes with no error, but the password is not changed.

To work around this issue, the administrator password may be changed via the remote desktop.

Scheduled restarts do not occur

If you select Shutdown > Schedule Shutdown > Restart Scheduled from the Maintenance tab and then enter a time limit, the system does not restart.

To work around this issue:

1. Access the Storage Server desktop using the Remote Desktop connection.
2. Click **Start** on the task bar.
3. Select **Programs > Accessories > System Tools**, and then select **Scheduled Tasks**.
4. Use the **Add Scheduled Task** wizard to schedule a restart.

Cannot create shadow copies if multiple volumes are selected

If multiple volumes are selected and one or more volumes is smaller than 350 MB, the shadow copy will fail.

When multiple volumes are selected for creating shadow copies, make sure that all volumes are larger than 350 MB.

Unformatted volumes or partitions are reported as 0 MB when displayed in the WebUI

On a newly created partition or dynamic volume, if the user does not format the partition or volume, the Disks page of the WebUI displays the partition or volume as 0 MB, even though Logical Disk Manager reports the volume to be the correct size.

To resolve this issue, format the volume or partition, and then refresh the WebUI.

Format fails on disks with no volume mount point or drive letter

On a newly created partition or dynamic volume, if the user does not mount or assign a drive letter to the partition or volume and then attempts to format the disk, the format fails.

To resolve this issue, the volume or partition must have either a drive letter or mount point assigned.

Right-click the volume and select **Change drive letter or paths**. After assigning a drive letter or mount point, the disk can be formatted. After the format is complete, the path or drive letter may be removed.

If you choose an existing volume and click Format on the Manage Volumes page, enter a new Volume label, and then click OK, the format may not take effect. Verify that there are no applications accessing and locking files and folders within the drive before formatting the drive.

Can create a VSS snapshot on VSS disabled volume

It is possible to create a VSS snapshot on a disabled volume.

This problem is the result of confusion over the meaning of the term *disabled*. The intent of disabling a volume is to clear all settings, not to prevent shadow copies from being created.

When shadow copies are disabled on a volume, all existing shadow copies on the volume are deleted as well as the schedule for making new shadow copies. To disable shadow copies on a volume:

1. On the primary navigation bar, click **Disks**.
2. Click the **Shadow Copies** tab.
3. On the **Manage Shadow Copies** page, select one or more volumes on which to disable shadow copies.
4. In the Tasks list, click **Disable**. The **Disable Shadow Copies** page identifies the volume for which shadow copies will be disabled.
5. Click **OK** to delete all existing shadow copies and settings for the volume.



CAUTION: When the Shadow Copies service is disabled, all shadow copies on the selected volumes are deleted. After being deleted, shadow copies cannot be restored.

Previously created group overwritten with no warning

Open the WebUI and click the Shares tab. Select Filescreening > Groups > New. It is possible to create a group having the same name as an existing group. In this situation, the WebUI overwrites the previously created group without informing you that a group with the specified name already exists.

Make sure to specify a unique name for each file screening group.

WebUI allows only once per day scheduling of shadow copies

Opening the WebUI and selecting Disks > Shadow Copies > New does not allow more granular scheduling of shadow copies than one per day. The warning indicates not to schedule more than one per hour, but that is not possible via the WebUI (Windows desktop allows hourly creation).

Add finer granularity by using Microsoft Remote Desktop:

1. Run Explorer.
2. Right-click **Properties** on the desired disk.
3. Select **Shadow Copies > Settings > Schedule > New** to schedule shadow copies more frequently than once per day.

Change of DNS suffix does not work

Using the following steps, the DNS suffix will not be changed:

1. Set the Server Name DNS suffix using Remote Desktop (for example, bob.com).
2. Open the WebUI.
3. Click on the Welcome tab.
4. Select Set Server Name.
5. Change the DNS Suffix (from: bob.com to server.wss).

The following message results:

There was a failure in the Change System settings. (80070A87)

To work around this issue:

1. Logon to Remote Desktop through the WebUI.
2. Right-click on **My Computer**.
3. Select **Properties**.
4. Click **Change**.
5. Click **More**.
6. Change or enter the DNS suffix in the text box provided, and then click **OK**.
7. Restart the system.

Information for Web User Interface components is not included in the *Take a Tour* WebUI

The following WebUI components are missing from Take a Tour:

- SNMP Setup
- Adaptec Storage Manager

For details on SNMP setup, click the **Help** tab. From the **Help** menu, click **Network Setup > SNMP Settings**.

For details on Adaptec Storage Manager, click the **Disks** tab, and then click the **Adaptec Storage Manager** sub tab. From within Adaptec Storage Manager, click the **Help** menu to access the Adaptec Storage Manager documentation.

Improper closure of Remote Desktop

Certain operations can leave the utilities running if the browser is closed versus exiting from the program via the application menu or logging off the Remote Desktop session. Some applications may become orphaned in this manner when the Remote Desktop Session is exited improperly. A maximum of two Remote Desktop sessions may be used at any given time. Improper exiting from a session can result in the sessions becoming consumed. Sessions and processes may be terminated via the Terminal Services Manager via **Start > Programs > Administrative Tools**.

Disabled network cards not visible in the WebUI

If a network card is disabled, the network card does not appear in the WebUI. Remote Desktop must be used to re-enable the network card before it is visible again in the WebUI. Rapid Startup becomes unresponsive if a NIC Team is established and then Rapid Startup is run with the team in place. The network settings pages become unresponsive, and the wizard page cannot be exited. To exit Rapid Startup, click some other menu item in the WebUI.

Renaming host does not change address bar of browser

When renaming the host from the WebUI, the server will restart but the address bar identification is not altered. The WebUI may continue to function but may result in a message:

The page cannot be displayed.

or a Terminal Services script error. To correct the issue, type the new name of the server into the address bar.

Rapid Startup Wizard automatically advances

If no changes are made to the Date and Time Settings page of the Rapid Startup Wizard, the page automatically advances to the next page of the Rapid Startup Wizard after one minute. This occurs to retain the appropriate time on the system.

Renaming host forces a restart where the restart page does not refresh

When renaming the host or altering the host name in the Rapid Startup Wizard, the restart page does not refresh to the Welcome page. To resolve the issue, retype the new host name in the address bar on port 3202.

Altering the network interface from DHCP to static causes the page to not return

If the WebUI is used to alter the IP settings of the port from which you are managing, the host will be unreachable from the current address. When this happens, the network interface page buttons become grayed out and the page does not return, although the settings take affect. To access the WebUI again, close and open the browser and navigate to the newly identified management port.

Managing NTFS mount points

There is currently no facility for managing NTFS mount points in the WebUI. To create or manage NTFS mount points, you must use Remote Desktop. To start Remote Desktop, select **Maintenance > Remote Desktop** on the navigation menu.

Volume mount points are improperly displayed on Volume page

By design, volume mount point paths are not displayed on the Volume page. To view mount points, access the advanced disk management selection, right-click each drive, and then select **Change drive letters and path**.

Default username and passwords

The default username and password for administration of the server either through the WebUI or the console is:

- Username: Administrator
- Password: hpinvent

WebUI continues to display orphaned shares

In Windows Storage Server 2003, deleting a disk that contains a share leaves an orphaned share on the file system. Orphaned shares continue to be displayed in the WebUI until removed or until the system or service is restarted.

There are three methods for removing orphaned CIFS and NFS shares from the system. Methods one and two cause an interruption in service.

1. Restart the Server service:
 - a. Open the WebUI.
 - b. Click **Maintenance > Remote Desktop**, and then log in.
 - c. Right-click **My Computer**, and then choose **Manage**.
 - d. Open the **Services** portion of the management tree.
 - e. Right-click **Server**, and then select **Restart**.
2. Restart the Storage Server:
 - a. Open the WebUI.
 - b. Browse to **Maintenance > Shutdown > Restart**.
 - c. Click **OK** to restart the Storage Server.
3. Rebuild the share drive and share folder, and then remove each share.
 - a. Open the WebUI.
 - b. Click **Maintenance > Remote Desktop**, and then log in.
 - c. Create a disk and map it to the same drive letter as the orphaned share.

- d. Re-create the path to the orphaned share.
- e. Delete the share.

If the orphaned share was also an FTP share:

1. Click the Management Console icon found on the desktop.
2. Click **Core Operating System**.
3. Click **Internet Information Services**.
4. Click the Storage Server machine name.
5. Click the **Default FTP site** tab.
6. Right-click the name of the share to delete.
7. Click **Delete**.

If the orphaned share was also an HTTP share:

1. Click the Management Console icon found on the desktop.
2. Click **Core Operating System**.
3. Click **Internet Information Services**.
4. Click the Storage Server machine name.
5. Click the **Shares** tab.
6. Right-click the name of the share to delete.
7. Click **Delete**.

Active HTML storage reports do not display file information properly

When the storage reports format is set as active HTML, the report does not show any file information when opened with Internet Explorer. Set the storage report format to standard HTML to view the entire contents of the report.

List boxes do not scroll properly

Some versions of Internet Explorer fail to scroll through list boxes that are scrolled out of view from the browser window and then scrolled back into view. If this occurs, maximize the browser window so that the entire list box is displayed.

DFS root does not update on file share page

If a DFS root is created and enabled by default on shares, and then re-created later under a new name, the File Share page does not update the DFS local root information and attempts to create DFS entries under the old name.

To correct this issue, access the **Distributed File System Properties** page, update the default DFS information, and then click **OK**. The File Share page now contains the proper DFS information.

FAT and FAT32 volumes are not displayed on the Volumes main page

Because the Disks > Volumes main page of the WebUI can only manage NTFS volumes, the page only displays NTFS volumes.

Storage Manager not localized in the WebUI

Storage Manager is not localized in the WebUI when the language is changed to Japanese. String IDs appear where the localized strings should be after Japanese is selected. To resolve this issue follow the steps below:

1. Access add/remove programs located in the Control Panel
 - a. Uninstall KB840141.
 - b. Uninstall Storage Manager.
2. Reboot.
3. Navigate to c:\hpnas\components\storagemanager.
4. Install Storage Manager with English and Japanese selected.
5. Install KB840141.

Array Configuration Utility in the WebUI fails to start

When accessing the WebUI Array Configuration Utility (ACU) from the Array Management page, the ACU fails to start correctly.

To resolve this issue, terminal service into the device, and start the ACU setup from the local desktop (**Start > Programs > HP System Tools > HP Array Configuration Utility > Setup HP Array Configuration Utility**). A dialog box is displayed that asks you to select an Execution Mode. Choose **Remote Service Mode**. The ACU is now available from within the WebUI.

Configuration

This section provides additional information on configuring your Storage Server.

Remote Desktop Timeout is removed

The session timeout for Remote Desktop has been removed for the ML110 G2 and DL585 platforms.

Format logical disk fails on the ML110 and DL100 without a drive letter

After using Quick Restore where a complete erasure of the OS and data drives occurs, the server contains two 9 GB logical OS drives and one logical data drive, which varies in size depending on the model purchased. While the data partition is present on the drive, there is no drive letter and it is not formatted. If you attempt to use Disk Management to format the partition (right-click Partition and select Format) the operation fails with **Format did not complete successfully**.

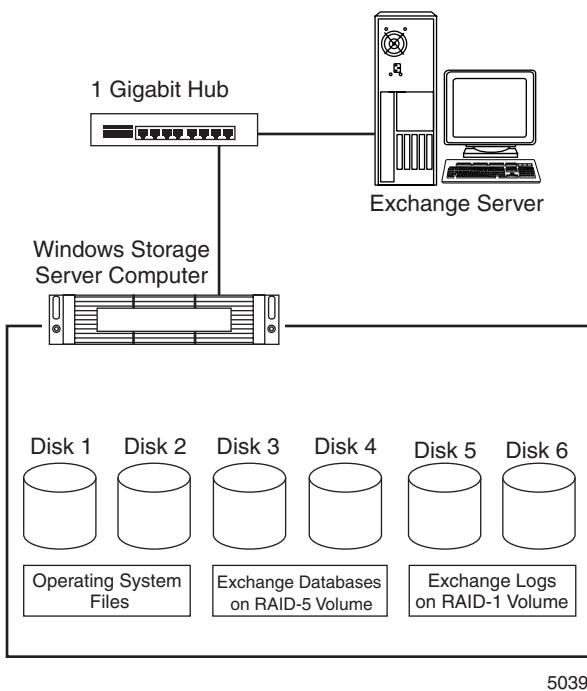
To successfully format the partition, assign a drive letter first, and then format.

Exchange databases

This section provides additional information regarding Exchange databases and the ML110 G1, ML110 G2 (Workgroup OS version), DL100, ML350 G4, ML370 G4, and DL380 G4 (except the Enterprise OS version).

Updated figures for deployment guide

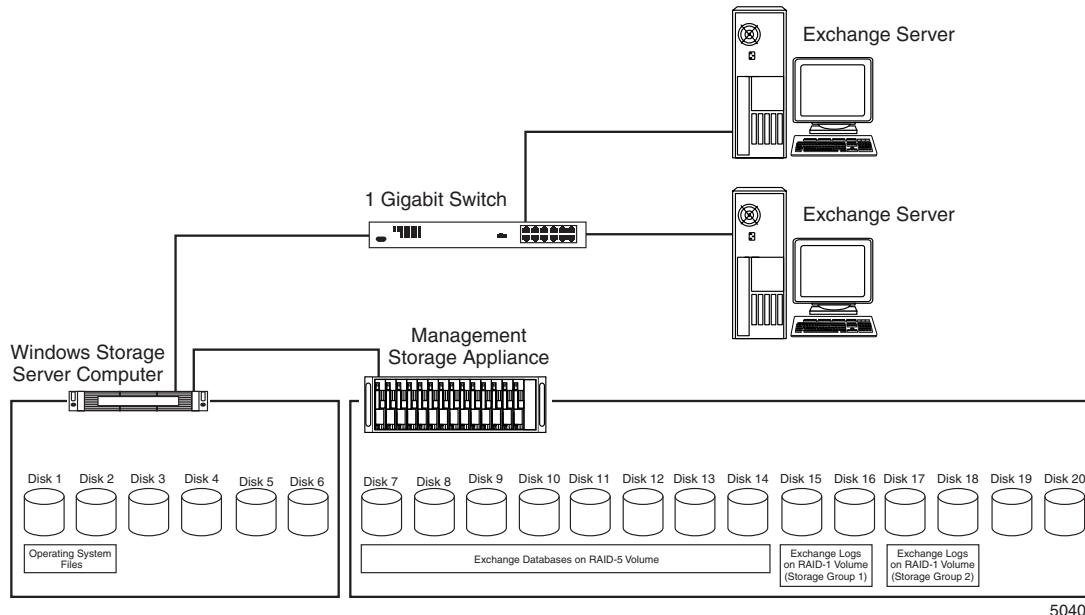
Figure A replaces Figure 2: Medium-capacity scenario on page 18 of the Feature Pack Deployment Guide, available under Documentation on the Service Release 5.4 CD.



5039

Figure A Medium-capacity scenario

Figure B replaces Figure 3: High-capacity scenario on page 20 of the Feature Pack Deployment Guide, available under Documentation on the Service Release 5.4 CD.



5040

Figure B High-capacity scenario

Exchange System Manager—All Tasks option not available

If the Exchange System Manager is open when installing the Feature Pack or the Exchange server, you may receive an error saying that the Exchange System Manager should be closed. The All Tasks command is not available in the drop-down menu that displays when a storage group in Exchange System Manager is right-clicked. Close and then reopen the Exchange System Manager to make the All Tasks option available.

See *Common Deployment Questions: Microsoft Windows Storage Server 2003 Feature Pack* on the Microsoft web site for additional information.

Enforcing quotas

Quotas are enforced using the WebUI interface. When the quota is exceeded while receiving mail, the operation fails. To avoid this situation:

1. In the WebUI, increase the quota limit for the Exchange share that hosts the concerned mail store.
2. Restart the Microsoft Exchange Information Store service on the Exchange server.
3. Restart the mail client (for example, Microsoft Outlook).



NOTE: A recommended method for limiting disk space usage by Exchange is to use mailbox quotas.

See *Common Deployment Questions: Microsoft Windows Storage Server 2003 Feature Pack* on the Microsoft web site for additional information.

No mail operations available during database file movement

After the Exchange database files are moved from local storage to the Storage Server, any mail client accessing the Exchange server must be restarted to resume mail operations.

See *Common Deployment Questions: Microsoft Windows Storage Server 2003 Feature Pack* on the Microsoft web site for additional information.

Database fails to remount after Exchange database movement

On Exchange cluster nodes, Feature Pack CLUI commands may fail to remount the database after the Exchange database is moved.

When an Exchange share is created for a clustered Exchange server using the WebUI, all the member nodes of the cluster should be added to the list of servers that can access the Exchange share.

Unable to move an Exchange database using Remote Storage Wizard

On an Exchange cluster node, it may not be possible to move an Exchange database using the Remote Storage Wizard of Exchange System Manager. No available target exchange shares are listed.

Whenever an Exchange share is created for a clustered Exchange server using the WebUI, all the member nodes of the cluster should be added to the list of servers that can access the Exchange share.

Error when creating a mailstore

When you try to create a new Microsoft Exchange mailbox store or a new Exchange public folder store, you receive an error message stating the specified location is not a fixed drive.

This issue and the associated work around are discussed in the Microsoft KB article 839211.

<http://support.microsoft.com/?id=839211>

Microsoft Exchange Information Store has to be restarted after doing a configuration update using the Feature Pack

After doing a configuration update using the Microsoft Windows Storage Server 2003 Feature Pack, the Microsoft Exchange Information Store service has to be restarted before the mail client can access the storage group.

See *Common Deployment Questions: Microsoft Windows Storage Server 2003 Feature Pack* on the Microsoft web site for additional information.

Unexpected reporting of moved mailstores during configuration change

While using the Remote Storage Wizard from the Exchange System Manager and performing a configuration change, a report stating that the wizard is moving all files may be shown. The report generated is erroneous. During configuration changes, no data files are moved.

The remote storage wizard does not allow a change back to original path

While in the Remote Storage wizard, if you attempt to move multiple mailstores to a Storage Server share and click Next, there is no way to change the location back to its original local location if you decide you do not want to move all of the mailstores.

See *Common Deployment Questions: Microsoft Windows Storage Server 2003 Feature Pack* on the Microsoft web site for additional information.

Copy fails when moving multiple mail stores

When moving multiple mail stores in the same storage group to the same Exchange path, the copy fails if both mailstore databases have the same filename (but different original paths). For example, you are unable to copy mailstore1 (`c:\one\priv1.edb`) and mailstore2 (`c:\two\priv1.edb`) to the same Exchange share. Make sure that you use different filenames for the mailstores.

Incorrect configuration summary report seen when moving individual mailstores

When using the Microsoft wizard provided in the Feature Pack to move a single mailstore to a Windows Storage Server 2003 storage server device from an Exchange server hosting several different mailstores, the wizard may report that all files will be moved. This is erroneous. Only the files selected for relocation will be moved.

NFS clients and Services for NFS

This section provides additional information on using NFS clients on the Storage Server.

Large I/O on an NFS mount point hangs NFS server

If you experience a problem with the NFS server not responding, increase the read/write buffer size.

Increase the buffer size by changing the mount options to:

```
mount -o rsize=32768,wsize=32768 server:/share /mount
```

If the NFS client is in a hung state, the client may need to be rebooted and the NFS server service may need to be restarted on the Storage Server. To restart the NFS server service on the Storage Server, do the following:

1. Open a command prompt.
2. Type `net stop nfssvc`.
3. Type `net start nfssvc`.

CIFS client and Explorer on the server are not able to open NFS client created files

After you delete files from a location that is shared by Server For NFS, the files do not immediately go away. Although the files seem to remain, you cannot use the files. This problem can also cause a message that states that the file is in use when you try to save the file from a program on the server or from an SMB client computer. Both symptoms last for approximately 30 seconds. After 30 seconds, the file will disappear from the Explorer window, and you can save new versions of the file.

File sizes are not reflecting properly on server

If you mount a Windows share from an NFS client and copy files onto the same NFS share, the accurate size of the files may not be immediately displayed on the Storage Server.

The Storage Server may take a few minutes to reflect the correct file size.

Clearing the NFS log via the WebUI causes the log file to become inaccessible

When clearing the NFS logs via the WebUI, the log file clears, but the file permissions are set incorrectly. Access to the log `c:\SFU\logs` with Windows Explorer is denied.

To resolve the issue, stop the Server for NFS service, clear the NFS log, and then start the Server for NFS service. The log file is then accessible.

NFS administrative shares support

Services for NFS does not work with administrative shares in the same fashion as CIFS. By default, a volume drive such as C: is CIFS shared as C\$. This is an example of an administrative share and is hidden to CIFS clients. If an NFS share is created and named drive\$, as in the example, the share is not hidden from NFS clients. This NFS share acts as a normal NFS share.

Volume mount points support

Attempting to create an NFS share on a disk mounted on a mount point results in the error:

Cannot write IOCTL to NFS driver..

The Storage Server supports many network sharing protocols including the NFS protocol for UNIX® and Linux clients. Shares for which the NFS protocol are enabled must be created on logical disks that are mounted on a drive letter. Microsoft Windows Storage Server 2003 supports mounting virtual disks onto mount points or reparse points created on another disk already mounted on a drive letter.

Mount points enable the administrator to mount many disk devices under a single drive letter, creating the appearance and behavior of a larger disk drive with a contiguous namespace. However, the Microsoft Services for NFS Server does not yet support the functionality of mount points.

All logical disks to be used for NFS sharing should be mounted on a drive letter, not on a reparse or mount point. If no NFS shares will be created on a particular logical disk, that virtual disk may be mounted on a mount point instead of a drive letter.

Administrator cannot list and map domain users and groups for NFS mapping unless the NFS administrator is logged into the domain

The administrator must log into the domain before mapping domain users and groups. If the administrator is not logged into the domain, the domain user or group is not on the list of Windows users or groups and cannot be mapped.

User name mapping Japanese characters

User name mapping for the network file system (NFS) server does not support UNIX user names containing Japanese characters.

The names of NFS client groups that are used by the NFS server cannot contain Japanese characters.

Comments in Password and Group file are not recognized

Comments preceded by a "#" in the Password and Group file are not recognized when specifying the Password and Group file for setting up the User and Group mappings of the NFS protocol. If a Password or Group file is used with a comment, the following error is displayed in the WebUI:

The user list cannot be retrieved. Make sure the password file is not corrupted and then try again.

Mapping service fails to start

If all network ports are not attached to an active link or contain a port terminator, the mapping service fails to start on boot. In conjunction with this failure, an error event ID 7034 is logged in the system log with the following details:

- Source: Service Control Manager
- Category: none
- EventID: 7034
- File name: netevent.dll
- Description: The user name mapping service terminated unexpectedly.

The mapping service can be restarted after all network ports become active through a link or port terminator.

New Services for UNIX (SFU) 3.5 pieces

- **Base Utilities**—Provides the Interix subsystem—a full-featured UNIX environment running as a separate subsystem on the Windows computer. Includes C and Korn shells, plus more than 350 utilities that run on the Interix subsystem. In addition, this component provides Windows-based administrator utilities and UNIX-style commands, plus the Windows-based Cron service for scheduling tasks and the Windows-based Telnet client.
- **UNIX Perl**—Allows Perl scripts to be run on the Interix subsystem.
- **GNU Utilities**—Installs Interix GNU utilities that supplement the Interix base utilities.
- **Interix SDK**—Provides a full-featured software development kit (SDK) that makes it easy to create applications to run on the Interix subsystem.
- **RshSvc** (Windows Remote Shell Service)—Allows commands from remote computers to be run on the server.

Enabling setuid behavior for Interix programs

According to the POSIX standard, a file has permissions that include bits to set a UID (setuid) and to set a GID (setgid) when the file is executed. If either or both bits are set on a file and a process executes that file, the process gains the UID or GID of the file. When used carefully, this mechanism allows a non-privileged user to execute programs that run with the higher privileges of the file owner or group. When used incorrectly, however, this can present security risks by allowing non-privileged users to perform actions that should only be performed by an administrator. For this reason, Windows Services for UNIX setup does not enable support for this mechanism by default.

Only enable support for setuid behavior if you are sure you will be running programs that require support for this behavior. If support for setuid behavior is not enabled when installing Windows Services for UNIX, it can be enabled later. For more information, search for “enable setuid mode bits” in Windows Services for UNIX Help.

Japanese characters are displayed in the Mapped Users box

When viewing the mapping in the Mapped Users box from the SFU MMC, Japanese ¥ characters are substituted for \ (backslash) characters. The ¥ characters do not inhibit the functioning of the map or the interface.

Clustering

Extended disk fails mount after cluster failover

If you extend a volume of a disk in a clustered configuration, and the group is moved (or fails over), it fails completely due to an inability to mount the disk. This happens on any node in the cluster.

As a result, the drive letter designation has been lost. Reassign drive letters for volumes on each of the cluster nodes.

For additional information, see the Microsoft article:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;Q304736>

Storage Manager removal not complete

If Service Release 5.4 is installed prior to configuring a cluster, the Storage Manager removal link in the Cluster Installation Guide will not remove the Storage Manager Hotfix installed by Service Release 5.4.

Use the **Add/Remove Programs** applet in the system Control Panel to remove the hotfix titled *Storage Manager 2.0 for Server Appliances [KB831654]*.

Evicting a cluster node removes the services for NFS cluster aware ability

If you evict a cluster node and then decide to add it back to the cluster, you will see the message *This software update for clustering has already run on this node when running software updates from the Cluster Installation Guide found in the WebUI*. To resolve this issue:

1. Open regedit.
2. Navigate to HKLM\Software\Hewlett-Packard\StorageWorks_Nas
3. Change **NASClusterUpdate** from 1 to 0.
4. Run the Software Update in the Cluster Installation Guide.

Changes to NFS share do not take affect using the Cluster Resource Wizard

You must highlight NFS share permissions if you are changing the default permissions when using the Cluster Resource Wizard in the WebUI.

When creating an NFS share and not using the default ALL MACHINES, read-only, the NFS share permissions in the permissions box must be highlighted and the appropriate permissions in the **Access Permissions** drop-down box must be selected for changes to take effect.

Application Help

This section provides additional information on using various Help applications on the Storage Server.

Rapid Launch from the CD does not have Help

If you launch Rapid Launch from Start > Run on the server or from the link on the Service Release 5.4 CD, you are not able to view Help files.

To access the Help files, launch the Rapid Launch executable directly from the Rapid Launch directory on the Service Release 5.4 CD.

Help content missing for location of saved scheduled storage reports

The help page information does not contain the location of saved reports and there is not a setting to alter the default location.

If a scheduled storage report is created, it is saved in

C:\Windows\System32\ServerAppliance\WQuinn\StorageCentral_SRM\5.0\Reports.

Context sensitive help for HP OpenView Storage mirroring page is not displayed properly

Context sensitive help for HP OpenView Storage mirroring in the WebUI page displays Primary Navigation Page help. However, there is no help topic related to HP OpenView storage mirroring in the Help tab.

To obtain Help for OVSM, open the management console for OVSM, and then click **Help > Help Topics**.

Domain and workgroup settings

Cannot create or modify file and directory ACLs on the NAS system within Windows NT 4.0 domains or workgroup environments

Administrators within a Windows NT® 4.0 domain or workgroup environment may not be able to create or modify any file or directory ACLs on the NAS system because the remote registry service on the Storage Server is off. Start the remote registry service to resolve this issue.

To start the remote registry service:

1. Select **Start > Programs > Administrative Tools > Services**.
The Services Manager window should appear.
2. Double-click the Remote Registry service within the right window.
The Remote Registry Properties window should appear.
3. Modify the **Startup Type**: parameter field from Manual to Automatic.
4. Click **Start**. Verify that the remote registry service has started.
5. Click **OK**.
6. Close the Service Manager window.

Additional applications and utilities

This section provides additional information on using certain applications and utilities on the Storage Server.

Extend LUN page is ambiguous

The *extend LUN size* value equates to the number of GBs that the LUN will be extended by. For example, if the original LUN size is 5 GB, and you enter 2 GB in the extend LUN dialog box, after performing the extend function, the LUN size becomes 7 GB.

Delete LUN does not show LUN name

When you delete a LUN, the system does not show the LUN name. It will only ask for confirmation. Make sure that you correctly enter the name of the LUN that you want to delete.

Japanese Support

Some storage servers support Japanese for the WebUI, but a conversion process must be completed before running Rapid Startup. To convert the Storage Server into Japanese:

1. Connect a keyboard, monitor, and mouse.
2. Login to the local console using the Administrator account. The password is **hpinvent**.
3. Select **Run** from the **Start** menu.
4. Enter the following:
c:\hpnas\Conv.vbs
5. Select **Yes** to convert the system to Japanese and restart the server.

Blue screen (BSOD) triggered by accessing Storage Manager 2.0 components

An issue has been discovered where the Storage Server can crash and reboot when Storage Manager 2.0 components are accessed. Components include directory quotas, storage reports, and file screening. This issue only exists when both OpenView Storage Mirroring 4.3.3 and Symantec AntiVirus 9.0 are installed and running on the Storage Server and the system is running under at least a moderate load.



NOTE: Load on the server includes client activity, reading, and writing to the server storage. Moderate load is defined differently depending on which Storage Server platform is used.

To avoid this issue, stop the auto-protect feature of the Symantec AntiVirus product before running the Storage Manager components. Restart auto-protect when finished.

Support of HP utilities

All currently shipping HP ProLiant Storage Server Windows Storage Server 2003 (WSS2003) product lines support HP ProtectTools Authentication Services, Device Manager, and Role Based Access software.

The DL100/ML110 is not properly displayed in the Rapid Launch discovery window

Rapid Launch 2.7.135 detects the ML110 G1 and DL100 Storage Servers as an HP StorageWorks NAS 1200 and fails to return the serial number of the unit. If the Include Remote Insight Lights-Out Edition boards in the Search checkbox is checked, Rapid Launch does not discover the DL100 or ML110 Storage Servers.

To resolve this issue, click the device to open the WebUI for that device to determine the system identity. On an unconfigured system, the serial name is displayed as the host name in the WebUI. Make sure that the Include Remote Insight Lights-Out-Edition boards in the Search option is not checked because it excludes all DL100 and ML110s from the search criteria.

Rapid Launch fails to discover HP ProLiant Storage Server products.

The ML110 G2, ML350, ML370, DL380, and DL585 Storage Servers are not discovered by Rapid Launch 2.7.135.

The Rapid Launch feature is no longer being supported after version 2.7.135 on Storage Server products. These systems can still be configured either by directly connecting a keyboard, monitor, and mouse to the unit or via a client browser using the serial number as the host name.

See the installation guide for further details.

SNMP causing 50% load or error on boot

In certain situations at startup, the SNMP process can consume up to 50% of the CPU, or it might return an error.

To resolve this issue, reboot. See *Common Deployment Questions: Microsoft Windows Storage Server 2003 Feature Pack* on the Microsoft web site for additional information.

Write cache disabled on ML110 G1, ML110 G2, and DL100

The Adaptec 2410SA and Adaptec 2610SA controllers contain cache memory that may be used for read ahead or write back. Enabling the write back cache improves performance by allowing the operating system to assume the write made it to disk when in fact the write only made it to the onboard memory. While this does improve performance substantially, data loss can occur on writes that make it to memory but not to disk in the event of a power failure to the unit. It is recommended that an uninterruptible power supply (UPS) be used with the unit for cache enablement to ensure that data loss does not occur. Cache memory may be adjusted via the Adaptec Storage Manager utility (refer to the administration guide) or via the ROM based setup. By default, the Adaptec Storage Manager sets the write cache to *enabled* on newly created logical disks via the tool. The setting should be reviewed and set appropriately if a new logical device is created by the user.

Internet Explorer defaults to the Windows Update page from the Microsoft web site

In some instances, Internet Explorer defaults to the Windows Update page instead of the local host when using Internet Explorer from the local desktop. To correct this issue, go to the address bar and enter <https://localhost:3202>

Microsoft Windows Storage Server 2003

Blue screen condition occurs when using Microsoft Windows Server 2003 SP1 with StorageWorks NAS and Proliant Storage Server products

Microsoft has offered Windows Server 2003 Service Pack 1 (SP1) Release Candidate versions to the public for early testing. A blue screen condition occurs after loading any version of Windows Server 2003 SP1 on an HP NAS server when the HP NAS server is restarted after the installation. At that point, the HP NAS server will no longer operate. The issue has been seen on all HP NAS platforms running Microsoft WSS that have installed Microsoft Windows Server 2003 SP1 Release Candidate 1.

Users should not load any Release Candidate versions of W2K3 SP1 on any HP StorageWorks or Proliant Storage Server products until the next HP-specific WSS 2003 Service Release is available. The WSS Service Release will include changes to allow W2K3 SP1 to be installed. Currently, the only work around available is to use the Quick Restore DVD to reinstall the operating system and then configure the NAS environment.

Bugcheck 0x50 (PAGE_FAULT_IN_NONPAGED_AREA) in next boot after disabling Multipath Support

Using the Microsoft Device Manager to disable the HP MPIO driver and rebooting the system causes the system to continuously reboot. After successfully installing the MPIO and DSM for MSA/EVA/XP, right-click and disable Multipath Support from Device Manager and reboot the system. During the next boot, the system bugchecks with bugcheck code 0x50 when coming up. The issue occurs because the DSM uses MPIO export DsmGetVersion. This call is made even before the DSM registers with MPIO. Since MPIO is disabled, DsmGetVersion is not available, and the system bugchecks. The uninstall driver selection under Device Manager works fine.

The work around is to bring up the Safe Mode menu using **F8** during the reboot sequence. Select **Last Known Good Configuration** to recover the system, or boot into recovery console and disable the DSM service.

Incorrect error when file screening is implemented under Storage Manager

If file screening is enabled on a volume or directory for a particular file type and a file transfer to that volume is attempted of the restricted type, an inappropriate error message is returned to the user. The user receives a Not enough free disk space error when disk space is indeed available; the file is simply blocked.

AppleTalk Share access problem while using Apple encrypted protocol

Users may experience problems in accessing AppleTalk shares using Apple encrypted protocol. To work around this problem, switch to Apple Clear Text protocol.

Quick Restore process

The Quick Restore DVD erases all data when logical drives are missing

This item pertains to the DL100/ML110 G1/ML110 G2 (Express OS Edition) Storage Server products. This entry also applies to the ML110 G2 (Workgroup OS Edition) model, however, it has only one OS logical drive.



CAUTION: If the Quick Restore cannot detect the original primary and secondary OS logical drives, Quick Restore erases all data on the drives. If the logical drive layout has remained unaltered, the data drive will be preserved. If the data drive is preserved, a drive letter must be reassigned to the preserved volume before use. Refer to the *HP ProLiant Storage Server Administration Guide* and the *HP ProLiant Storage Server Installation Guide* for information on backing up data prior to performing a Quick Restore procedure.

Quick Restore does not succeed with incorrect hard drive cabling

Hard drives must be cabled correctly for the Quick Restore process to succeed. For the ML110 G2 Workgroup edition, the drives must be connected to ports 0, 1, 2, and 3 of the Serial ATA RAID controller.

Automatic DVD drive tray closure causes Quick Restore to start over

This item pertains to the DL100/ML110 G1/ML110 G2/ML350 G4/ML370 G4 Storage Server products only.

On servers containing automatic DVD trays that close upon power on, make sure that the DVD is removed when the DVD tray is ejected. Otherwise, the Quick Restore process starts over again. If this happens, remove the DVD and power cycle the server.

DL585 Quick Restore process does not handle the deletion or renaming of the second image file correctly

If the second image file (IMG.002) is renamed or deleted from the backup partition and you Quick Restore the system, the Quick Restore process assumes that it can use the images on the backup partition. If you choose to restore from the backup partition, the Quick Restore fails, and the operating system is not fully installed.

You can do a successful Quick Restore if you select to Quick Restore from the DVD when prompted. If both image files are deleted, the Quick Restore process works properly.

DVD-ROM does not have a drive letter

Following a non-data destructive Quick Restore of the ML110 G2, the DVD-ROM is not assigned a drive letter. Open the Disk Manager in Windows and assign or reassign drive letters.

Quick Restore does not reconfigure a default RAID1 RAIDset on the operating system drives

This issue exists across all platforms using the SmartArray controllers as the operating system drive controllers.

If there is no RAID configuration on the operating system drives when you boot the server, the SmartArray controller configures a default RAID1 drive across the drives if you do not cancel the operation. If this RAID1 volume is present, the Quick Restore process does not erase it, and you will get an array error during the Quick Restore process.

To work around the issue, reboot the NAS server. During restart, using the iLO management connection or NAS console, access the SmartArray ROM utility (press **F8**) and remove the RAID1 set on the first two disks. Exit the utility allowing the Quick Restore process to continue.

Quick Restore pauses during the finalization setup if the 100 series Lights-out card is installed

The ML110 G2 Quick Restore process pauses during the finalization step (after the DVD has been removed from the DVD drive) due to the EMS ability of the Lights-out card.

Connect a keyboard, monitor, and mouse. Reply to the on-screen popup box.